



- Promote roles online (main and specific cultural organisation websites, universities, social media) and offline (open days and tours, community expos, local libraries, community centres, schools, events, newsletters, and word of mouth).
- Building relationships with key people is important. Have a direct approach via community leaders to spread information to their communities.
- Be creative in ways to engage with new arrival migrants.
- Make sure website information is easy to find and navigate, with potential to have translation options.
- Use clear and easily understood English, keep it simple.
- Have images to show a range of volunteer roles highlighting diversity of volunteers.
- Volunteer testimonials are a good way to let people know about roles, what they like about the organisation, and can be done in various formats and languages.
- Provide options for interview formats, and for people to have someone with them.
- Phone interviews may present barriers and can be a new concept. With no body language to refer to, lower English skills can make it hard to understand and respond, subsequently judged on English ability rather than experiences and what a person can bring to the role.
- Online interviews may be a digital access and ability barrier.
- During interviews, speak clearly and not too fast. Check in to make sure the other person has understood what has been said. People can feel embarrassed or ashamed to ask.
- Provide interview questions beforehand, to allow time to prepare and understand what will be asked.
- Some cultures are reluctant to ask questions, make it known that questions are welcomed.
- Keep interviews casual and informal, as a friendly way to get to know each other.
- People want to gain valid and valuable experiences, and volunteer with organisations that match their values.
- Clearly demonstrate how the volunteer role supports the organisation's values.
- Be flexible and take into consideration the reason people want to volunteer. When starting to volunteer, ensure there is clear understanding of the role and boundaries. If expectations don't match, there will be disengagement.